DOCUMENT RESUME

ED 249 985 IR 050 662

AUTHOR Way, Kathy Ann
TITLE Measurement and Evaluation of Reference/Information Service in Law School Depository Libraries: A Bibliography.
PUB DATE Feb 84
NOTE 20p.
PUB TYPE Reference Materials - Bibliographies (131)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Academic Libraries; Community Information Services; *Evaluation; Government Publications; *Law Libraries; Librarians; Library Education; *Library Services; Library Technicians; *Measurement; *Performance; Public Libraries; *Reference Services; Standards
IDENTIFIERS Legal Information

ABSTRACT

This bibliography lists 159 books and journal articles on the measurement and evaluation of in-person and telephone reference/information services in academic, public, and special libraries, especially law school depository libraries. Subjects covered in the bibliography include the quality of reference/information services in terms of quantitative and qualitative measurement and evaluation by obtrusive and unobtrusive tests; standards for service performance; education for reference librarians in academic and on-site settings; continuing education for librarians; the quality of reference/information service provided by library personnel possessing a Master of Library Science (MLS) or other advanced degree versus the quality of service provided by personnel without an advanced degree; library management considerations related to professional versus paraprofessional staffing; and library referrals and concomitant ethical considerations for reference/information services provided by law libraries to both the legal community and the lay public. (ESR)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED249985

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

This document has been reproduced as received from the person or organization originating it.

Minor changes have been made to improve reproduction quality.

Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

MEASUREMENT AND EVALUATION OF REFERENCE/INFORMATION SERVICE IN LAW SCHOOL DEPOSITORY LIBRARIES

A BIBLIOGRAPHY

by

Kathy Ann Way

February, 1984

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Kathy Ann Way

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

IR050662

The scope of this unannotated bibliography encompasses reference/information service (in-person and telephone) in academic, public and special libraries, with an emphasis on law school libraries, and the broad spectrum of clientele they serve. Works discussing the quality of reference/information service, in terms of quantitative and qualitative measurement and evaluation (obtrusive and unobtrusive) are also included, as are standards for service performance.

In addition, works dealing with education for reference librarians, both academic and on-site, are included here, as is information pertaining to continuing education for librarians, with an emphasis on reference/information services.

Also from an educational perspective, included here is material pertaining to "professional" (M.L.S./masters' degree, and/or other advanced degree) vs. "nonprofessional" (non-M.L.S. or other advanced degree) library personnel, and the quality, or correctness, of reference/information service they provide.

Works discussing library management, in terms of professional vs. nonprofessional staffing, are also included, in addition to material on library referrals, and concomitant ethical considerations for reference/information service provided by law libraries, both to the legal community and lay public, alike.

Several topics, while potentially relevant, have been excluded from the stated bibliographical scope herein. These "extant topics" include general works on education for librarianship, and research methodology, and the management of libraries; collection development; interpersonal communication and the reference interview; question analysis; user studies; and others.

"A Commitment to Information Services: Developmental Guidelines." American Library Association, Reference and Adult Services Division, Standards Committee. RQ 15: 327-330 (Summer, 1976); RQ 18: 277-278 (Spring, 1979).

A Plan of Library Service for the Commonwealth of Kentucky; Report to Kentucky Department of Libraries. Cambridge, Mass.: Arthur D. Little, Inc., 1969.

ACRL Committee on Liaison with Accrediting Agencies. "Guide to Methods of Library Evaluation." College & Research Libraries News. (ACRL News Issue (B) of College & Research Libraries, vol. 29, no. 5) October, 1968. pp. 293-299.

Allen, Cameron. "Whom We Shall Serve: Secondary Patrons of the University Law School Library." Law Library Journal 66: 160-171 (1973).

Allen, Lawrence A. Continuing Education Needs of Special Librarians. New York: Special Libraries Association, 1974.

Altman, Ellen O. "Assessment of Reference Services." In Service Imperative for Libraries. Littleton, Colorado: Libraries Unlimited, 1982. pp. 169-185.

American Library Association. Library Organization and Management Section. Library Administration Division. Committee on Statistics for Reference Service. Proceedings of the Symposium on Measurement of Reference, July 8, 1974. Katherine Emerson, ed. Chicago: American Library Association, 1974.

Armstrong, Charles M. "Measurement and Evaluation of the Public Library." In Research Methods in Librarianship: Measurement and Evaluation. (Monograph no. 8) Herbert Goldhor, ed. Urbana-Champaign, Univ. of Illinois, Graduate School of Library Science, 1968.

Ayers, F. H., and J. Hall, eds. Information Services in University Libraries. London: Standing Conference on National and University Libraries, 1974.

Balay, Robert, and Christine Andrew. "Use of the Reference Service in a Large Academic Library." College & Research Libraries 36: 25 (January, 1975).

Bauer, Harry. "Evaluation of Service in a Technical Library -- Library Statistics." Special Libraries 30: 296-297 (November, 1939).

Beasley, Kenneth A. A Statistical Reporting System for Local Public Libraries. (Pennsylvania State Library, Monograph no. 3) University Park: Institute of Public Administration, Pennsylvania State University, 1964.

Beeler, M. G. Fancher. Measuring the Quality of Library Service, a Handbook. Metuchen, New Jersey: Scarecrow, 1974.

Begg, Robert T. "The Reference Librarian and the Pro Se Litigant." Law Library Journal 69: 26-32 (1976).

Bishop, Edith P. "Reference Questions -- How Well Do We Answer Them?" Library Journal 85: 3159-3161 (September 15, 1960).

Blasingame, Ralph, and the Tri-County Regional Planning Commission. Survey of Public Libraries: Summit County. Akron, Ohio: [n.p.], 1972.

Boyer, Laura M., and William G. Thiemer. "The Use and Training of Nonprofessional Personnel at Reference Desks in Selected College and University Libraries." College & Research Libraries 36: 193-200 (May, 1975).

Buckland, Michael K. Review of Information Services in University Libraries, F. H. Ayers and J. Hall, eds. Library Quarterly 45: 428-429 (October, 1975).

Bunge, Charles A. "Approaches to the Evaluation of Library Reference Services." In Evaluation and Scientific Management of Libraries and Information Centers. Proceedings of the NATO Advanced Study Institute on the Evaluation and Scientific Management of Libraries and Information Centers, Bristol, U. K., August 17-29, 1975. F. W. Lancaster and C. W. Cleverdon, eds. Leyden, Netherlands: Nordhoff, a division of Sijthoff International, 1977. pp. 41-72.

--------. "Measurement and Evaluation of Reference and Adult Services." RQ 22: 251-254 (Spring, 1983).

--------. "Professional Education and Reference Efficiency." Ph.D. dissertation, University of Illinois, 1967.

Childers, Thomas Allen. "Managing the Quality of Reference/ Information Service." Library Quarterly 42: 212-217 (April, 1972).

--------, ed. Measuring the Quality of Public Library Services: A Report to Participants. Philadelphia: Drexel University, 1972. ERIC Document no. ED 077 539.

--------. "Statistics that Describe Libraries and Library Service." In Advances in Librarianship. vol. 5. Melvin J. Voight, ed. New York: Academic Press, 1975. pp. 107-122.

--------. "Telephone Information Service in Public Libraries: A Comparison of Performance and the Descriptive Statistics Collected by the State of New Jersey." Ph.D. dissertation, Rutgers University, 1970.

--------. "The Author Responds." [to correspondence in "Letters to the Editor," appearing in Library Quarterly 43: 64-65 (January, 1973).].

--------. The Effectiveness of Information Service in Public Libraries: Suffolk County; Final Report. Philadelphia: Drexel University, School of Library & Information Science, July 1978.

--------. "The Test of Reference." Library Journal 105: 924-928 (April 15, 1980).

--------. "Trends in Public Library I&R Services." Library Journal 104: 2035-2039 (October 15, 1980).

Clements, D. W. G. "Public Reference Libraries and Their Use." In Proceedings of the 15th Annual Conference, 1967. From the Library Association; Reference, Special, and Information Section. London: The Association, 1967. pp. 30-37.

--------. "Use Made of Public Reference Libraries: A Survey of Personal Users & Telephone/Telex and Postal Inquiries." Journal of Documentation 23: 131-145 (June, 1967).

Clever, Elaine C. Faculty Use of the University Library Reference Facilities for Citation and Data Information. Philadelphia: Temple University, 1970. ERIC Document no. ED 041 613.

Cole, Dorothy E. "Some Characteristics of Reference Work." College & Research Libraries 7: 45-51 (January, 1946).

Colman, Kathleen, and Elizabeth Margutti. "Training Nonprofessionals for Reference Service." RQ 16: 217-219 (Spring, 1977).

Committee on Public Library Service. Report of the Commissioner of Education's Committee on Public Library Service, 1957. Albany: University of the State of New York, State Education Department, 1958.

Committee to Evaluate Telephone Reference Service. "Report and Recommendations." Typescript. Baltimore: Enoch Pratt Free Library, 1968.

Conat, Mabel L. "Detroit Public Library Surveys Reference Use." Library Journal 72: 1569-1572 (November 15, 1947).

Conroy, Barbara. Library Staff Development and Continuing Education: Principles and Practices. Littleton, Colorado: Libraries Unlimited, 1978.

Crowley, Terence. "Effectiveness of Information Service in Medium Sized Public Libraries." Ph.D. dissertation, Rutgers University, 1968.

--------, and Thomas Childers. Information Service in Public Libraries: Two Studies. Metuchen, New Jersey: Scarecrow, 1971.

DeProspo, Ernest, et al. Measurement of Effectiveness of Public Library Service Study. A Report on Phases I and II. New Brunswick, New Jersey: Rutgers State University, Bureau of Library and Information Science Research, 1971.

Desiderio, Robert J. "The Law School Library: Its Function, Structure, and Management." Special Libraries 73: 292-297 (October, 1982).

"Developing a Workable Position: ALA, the MLS, and Professional Employment." (Background Information from the ALA Office for Library Personnel Resources.) American Libraries 14: 743 (December, 1983).

Dunn, Donald J. "Service Strategies for Non-Primary Patrons in Academic Law Libraries." Legal Reference Services Quarterly 2: 5-17 (Summer, 1982).

Emerson, Katherine. "Symposium on Measurement of Reference: A Report." RQ 14: 7-9 (Fall, 1974).

Flinner, Bea. "Academic Libraries and Reference Ethics." The Reference Librarian 4: 151-155 (Summer, 1982).

Galvin, Thomas J. "The Education of the New Reference Librarian." Library Journal 100: 727-730 (April 15, 1975).

Garrison, Guy. "Research in Reference: Is It Possible?" In Libraries in Transition: Response to Change. Selected Papers from the North Central Library Conference, Milwaukee, 1967. Bernard Schwab, comp. Madison: Wisconsin Library Association, 1968. pp. 44-49. ERIC Document no. ED 023 440.

Gasaway, Laura N., and Steve Margeton. "Continuing Education for Law Librarianship." Law Library Journal 70: 39-52 (1977).

Gifford, Georgia, and Diane Griffin Shook. "Test Libraries Score Low in Handling Freedom of Information Act Queries." American Libraries 13: 290-292 (May, 1982).

Goldhor, Herbert. A Plan for Development of Public Library Service in the Minneapolis-St. Paul Metropolitan Area. Minneapolis: Metropolitan Library Service Agency, 1967.

--------. "Reference Service Analysis." Illinois Libraries 42: 319-322 (May, 1960).

Guerrier, Edith. "The Measurement of Reference Service." Library Journal 61: 529-531 (July, 1936).

Guidelines for Legal Reference Service. Approved by the Minnesota Association of Law Libraries, Public Services Liaison Committee. (Address: c/o Minnesota State Library, 117 University Avenue, St. Paul, Minnesota, 55155) January, 1980.

Gwinup, Thomas. "The Reference Course: Theory, Method, and Motivation." Journal of Education for Librarianship 9: 351-361 (Spring, 1969).

Halldorsson, Egill A., and Marjorie A. Murfin. "The Performance of Professionals and Nonprofessionals in the Reference Interview." College & Research Libraries 38: 385-395 (September, 1977).

Hamlin, Arthur T. Review of Information Services in University Libraries, F. H. Ayers and J. Hall, eds. Library Journal 100: 374-375 (February, 1975).

Harbeson, Eloise L. "Teaching Reference and Bibliography: The Pathfinder Approach." Journal of Education for Librarianship 13: 111-115 (Fall, 1972).

Haro, Robert. Review of Information Service in Public Libraries: Two Studies, by Terence Crowley and Thomas Childers. College & Research Libraries 33: 411-412 (September, 1972).

Heinlen, William F. "Using Student Assistants in Academic Reference." RQ 15: 323-325 (Summer, 1976).

Hernon, Peter. "Academic Library Reference Service for the Publications of Municipal, State and Federal Government: A Historical Perspective Spanning the Years Up to 1962." Government Publications Review 5: 31-50 (1978).

--------. "Documents Librarianship in the 1980's: Current Issues and Trends in Research." Government Publications Review 9: 99-120 (1982).

--------. "Pathfinders/Bibliographic Essays and the Teaching of Subject Bibliography." RQ 13: 235-238 (Spring, 1974).

--------, and Charles R. McClure. "Referral Services in U. S. Academic Depository Libraries: Findings, Implications, and Research Needs." RQ 22: 152-163 (Winter, 1982).

--------, and Charles R. McClure. "Testing the Quality of Reference Service Provided by Academic Depository Libraries: A Pilot Study." In Communicating Public Access to Government Information: Proceedings of the Second Annual Library Government Documents and Information Conference. Peter Hernon, ed. Westport, Conn.: Meckler, 1983. pp. 109-123.

Hieber, Caroline E. An Analysis of Questions and Answers in Libraries. (Studies in the Man-System Interface in Libraries, Report no. 1) Bethlehem, Penn.: Center for the Information Sciences, Lehigh University, 1966.

Hoadley, Irene B. Review of Information Services in Academic Libraries, F. H. Ayers and J. Hall, eds. College & Research Libraries 36: 240 (May, 1975).

House, D. E. "Reference Efficiency or Reference Deficiency." Library Association Record 76: 222-223 (November, 1974).

Humphries, K. W. "Standards in University Libraries." Libri 20: 144-145 (1970).

Hutchins, Margaret. Introduction to Reference Work. Chicago: American Library Association, 1944.

"Illinois Library Survey: 'Snoop Group' Proposals." Library Journal 98: 1239 (April 15, 1973).

"'Illinois Snoop Group' Plan Raises Accountability Issue." Library Journal 98: 2812 (October 1, 1973).

Jackman, Thelma. "Why Measure Reference Work?" Library Journal 84: 3826-3827 (December 15, 1959).

Jahoda, Gerald. The Process of Answering Reference Questions: A Test of a Descriptive Model. (Final Report to HEW, Office of Education, Office of Libraries and Learning Resources, January 1977) Tallahassee: Florida State University School of Library Science, 1977. ERIC Document no. ED 136 769.

Jirjees, Jassim Muhammad. "The Accuracy of Selected Northeastern College Library Reference/Information Telephone Services in Responding to Factual Inquiries." Ph.D. dissertation, Rutgers University, 1981.

Jones, Clara S. Public Library Information and Referral Services. Syracuse, New York: Gaylord Bros., 1978.

Kantor, Paul B. "Quantitative Evaluation of the Reference Process." RQ 21: 43-52 (Fall, 1981).

Katz, William A. Introduction to Reference Work. 2nd edition. 2 vols. New York: McGraw-Hill, 1969.

Kell, Mary Kate. "The Great Debate: A Viewpoint." PLL Newsletter (Newsletter, Private Law Libraries Special Interest Section, American Association of Law Libraries) 4: 26-29 (March/April, 1982).

King, Geraldine B., and Rachel Berry. "Evaluation of the University of Minnesota Libraries Reference Department Telephone Information Service. Pilot Study." Minneapolis: University of Minnesota Library School, 1973. ERIC Document no. ED 077 517.

Kirkwood, C. C., and Tim J. Watts. "Legal Reference Service: Duties v. Liabilities." Legal Reference Services Quarterly 3: 67-82 (Summer, 1983).

Klassen, Robert. "Standards for Reference Services." Library Trends 31: 421-428 (Winter, 1983).

Krikelas, James. "Library Statistics and Measurement of Library Services." ALA Bulletin LX: 494-499 (May, 1966).

Kulpa, Lorraine A. "Ethical Problems of Law Librarianship." Law Library Journal 67: 528-540 (1974).

Lancaster, F. Wilfrid. The Measurement and Evaluation of Library Services. Washington, D. C.: Information Resources Press, 1977.

--------, and Deanne McCutcheon. "Some Achievements and Limitations of Quantitative Procedures Applied to the Evaluation of Library Services." In Quantitative Measurement and Dynamic Library Service. Ching-cheh Chen, ed. Phoenix: Oryx, 1978. pp. 12-30.

Lapworth, Phyllis. Review of Information Service in Public Libraries: Two Studies, by Terence Crowley and Thomas Childers. Canadian Library Journal 29: 57 (January-February, 1972).

Lawson, Abram Venable. "Reference Service in University Libraries: Two Case Studies." (Emory University and the University of Florida) Ph.D. dissertation, Columbia University, 1970.

Leone, Gerome. "Malpractice Liability of a Law Librarian?" Law Library Journal 73: 44-65 (1980).

"Library Reference Service Found Lacking in Test." Library Journal 97: 3110 (October 1, 1972).

Lynch, Mary Jo. "Research in Library Reference/Information Service." Library Trends 31: 401-428 (Winter, 1983).

--------, and George W. Whitbeck. "Work Experience and Observation in a General Reference Course -- More on 'Theory vs. Practice'." Journal of Education for Librarianship 15: 271-280 (Spring, 1975).

Martin, Lowell A. Library Response to Urban Change. Chicago: American Library Association, 1969.

--------. Progress and Problems in Pennsylvania Libraries: A Re-Survey. (Monograph no. 6) Harrisburg, Penn.: Pennsylvania State Library, 1967.

"Maryland Reference Service Evaluated by Phone." Library Journal 99: 3166 (December 15, 1974).

McClure, Charles R., and Peter Hernon. Improving the Quality of Reference Service for Government Publications. ALA Studies in Librarianship, no. 10. Chicago: American Library Association, 1983.

"Measuring the Effectiveness of Legal Information Services." Abstract of a session conducted as a part of the American Association of Law Libraries Seventy-second Annual Meeting held in San Francisco, California, in 1979. Penny A. Hazelton, moderator. Law Library Journal 72: 708 (1979).

"Measuring the Quality of Public Library Service -- Workshop Report." Branching Out (Newsletter of the Baltimore Public Library) 10: 1-5 (July/August, 1972).

Mills, Robin K. "Reference Service vs. Legal Advice: Is It Possible to Draw the Line?" Law Library Journal 72: 179 (1979).

--------. "The Librarian and the Law: Demystifying that 'Hocus Pocus Science'." In Reference Service in the 1980's. William Katz, ed. New York: Haworth Press, Fall/Winter 1981.

Murfin, Marjorie E. "A Study of the Reference Process in a University Library." Master's thesis, Kent State University, 1970.

--------, and Lubomyr R. Wynar. Reference Service: An Annotated Bibliographic Guide. Littleton, Colo.: Libraries Unlimited, 1977.

Murphy, Marcy. "Criteria and Methodology for Evaluating the Effectiveness of Reference in Academic Libraries: A Regional Case Study." Ph.D. dissertation, University of Pittsburgh, 1978.

Myers, Marcia J. "The Accuracy of Telephone Reference Services in the Southeast: A Case for Quantitative Standards." In Library Effectiveness: A State of the Art. Neal K. Kaske and William G. Jones, eds. Chicago: Library Administration and Management Association, American Library Association, 1980. pp. 220-233.

--------. "The Effectiveness of Telephone Reference/Information Service Among Academic Libraries in the Southeast." Ph.D. dissertation, Florida State University, 1978.

--------, and Jassim M. Jirjees. The Accuracy of Telephone Reference/ Information Service in Academic Libraries: Two Studies. Metuchen, New Jersey: Scarecrow, 1983.

Neal, James G. "Continuing Education: Attitudes and Experiences of the Academic Librarian." College & Research Libraries 41: 128-133 (March, 1980).

Neill, Samuel D. "Who Needs to Go to Library School?" Journal of Education for Librarianship 13: 212-225 (Spring, 1973).

Nelson, Jerold. "Faculty Awareness and Attitudes Toward Academic Library Reference Services: A Measure of Communication." College & Research Libraries 34: 268-275 (September, 1973).

Nelson Associates, Inc. Public Library Systems in the United States. Chicago: American Library Association, 1969.

"Non-MLS Librarians Perform Well Enough, OPM Says." American Libraries 14: 634 (November, 1983).

Nyren, Dorothy. "Professional Reading." Review of Information Service in Public Libraries: Two Studies, by Terence Crowley and Thomas Childers. Library Journal 96: 3990 (December 1, 1971).

Orgren, Carl F., and Barbara J. Olson. "Statewide Teletype Reference Service." RQ 15: 203-209 (Spring, 1976).

Orr, R. H. "Progress in Documentation. Measuring the Goodness of Library Services: A General Framework for Considering Quantitative Measures." Journal of Documentation 29: 315-332 (September, 1973).

Parhad, Bronwyn W. "Managing Telephone Reference Services: Problems and Solutions." The Reference Librarian 3: 121-126 (Spring,1982).

Pastine, Maureen, Susan E. Bekiares, and Lucille M. Wert. "Measurement of Reference Service: Reference Statistics 1978/79: University Library, University of Illinois at Urbana-Champaign." In Library Effectiveness: A State of the Art. Neal K. Kaske and William G. Jones, eds. Chicago: Library Administration and Management Association, American Library Association, 1980. pp. 235-249.

Peat, Marwick, Mitchell & Co. California Public Library Systems: A Comprehensive Review With Guidelines for the Next Decade. Los Angeles: Peat, Marwick, Mitchell & Co., 1975.

Peele, D. "Staffing the Reference Desk." Library Journal 105: 1708-1711 (September 1, 1980).

Phelps, Rose B. "The Effect of Organizational Patterns on the Adequacy and Efficiency of Reference Service in the Large American Public Library." Library Quarterly 17: 281-295 (October, 1947).

Pierson, Robert M. "The Teaching of Reference Librarianship." Journal of Education for Librarianship 9: 351-361 (Spring, 1969).

Pings, Vern M. "Reference Service Accountability and Measurement." RQ 16: 121 (Winter, 1976).

Powell, Ronald R. "An Investigation of the Relationship Between Quantifiable Reference Service Variables and Reference Performance in Public Libraries." Library Quarterly 48: 1-19 (January, 1978).

--------. "An Investigation of the Relationship Between Reference Collection Size and Other Reference Service Factors and Success in Answering Reference Questions." Ph.D. dissertation, University of Illinois, 1976.

Ramsden, M. J. Performance Measures of Some Public Libraries: A Report to the Library Council of Victoria. Melbourne: Library Council of Victoria, 1978.

"Resources at the Top: Answers and Referrals (A Symposium)." RQ 21: 28-42 (Fall, 1981).

Rockwood, Charles E., and Ruth H. Rockwood. "Quantitative Guides to Public Library Operation." Occasional Papers, no. 89. Urbana: University of Illinois, Graduate School of Library Science, 1967.

Rogers, Rutherford D. "Measurement and Evaluation." Library Trends 3: 177-187 (1954).

Rothstein, Samuel. The Development of Reference Services Through Academic Traditions, Public Library Practice, and Special Librarianship. Chicago: Association of College & Reference Libraries, 1955.

--------. "The Making of a Reference Librarian." Library Trends 31: 375-399 (Winter, 1983).

--------. "The Measurement and Evaluation of Reference Service." Library Trends 12: 456-472 (January, 1964).

--------. "Where Does It Hurt? Identifying the Real Concerns in the Ethics of Reference Service." The Reference Librarian 4: 1-12 (Summer, 1982).

Rugh, Archie G. "Reference Standards for Reference Work." Library Journal 101: 1497-1500 (July, 1976).

Schanck, Peter C. "Unauthorized Practice of Law and the Legal Reference Librarian." In "Legal Reference Service: The Delivery Process," transcript of a multimedia panel discussion presented by the Michigan Association of Law Libraries on April 13, 1978, at the headquarters of the State Bar in Lansing, Michigan. Law Library Journal 72: 57-64 (1979).

Schiller, Anita R. "Reference Service: Instruction or Information?" Library Quarterly 35: 52-60 (January, 1965).

Schmidt, Janine B. "Evaluation of Reference Service in College Libraries in New South Wales, Australia." In Library Effectiveness: A State of the Art. Neal K. Kaske and William G. Jones, eds. Chicago: Library Administration and Management Association, American Library Association, 1980. pp. 266-294.

--------. Evaluation of Reference Service in College of Advanced Education Libraries in New South Wales. Kensington, Australia: New South Wales Univ., 1979. ERIC Document no. ED 197 707.

Sergean, R. Letter to the Editor. Library Quarterly 43: 64-65 (January, 1973). (Followed by Thomas Childers, "The Author Responds," in the same issue.)

Shores, Louis. "The Measure of Reference." Southeastern Librarian 11: 297-302 (Winter, 1961).

Smith, Dorman H. "A Matter of Confidence." Library Journal 97: 1239-1240 (April 1, 1972).

"Something New -- Snoop Groups." Suburban Library News 7: 1 (1973).

St. Clair, Jeffrey, and Rao Aluri. "Staffing the Reference Desk: Professionals or Nonprofessionals?" Journal of Academic Librarianship 3: 149-153 (July, 1977).

Stevenson, C. G. "Checklist for Review and Evaluation of Technical Libraries." Special Libraries 58: 106-110 (February, 1967).

Stevenson, M. B. Review of Information Services in University Libraries, F. H. Ayers and J. Hall, eds. Journal of Documentation 31: 134-136 (June, 1975).

Stieg, Margaret. "In Defense of Problems: The Classical Method of Teaching Reference." Journal of Education for Librarianship 20: 171-183 (Winter, 1980).

Stone, Elizabeth. "Methods of Evaluating Reference Service." Library Journal 67: 296-298 (April 1, 1942).

Stone, Elizabeth W. Factors Related to the Professional Development of Librarians. Metuchen, New Jersey: Scarecrow, 1969.

Strong, G. E. "Evaluating the Reference Product." RQ 19: 367-372 (Summer, 1980).

Tanguay, Guy. "The Case for the Special Status of the University Law Library." Law Library Journal 66: 12-33 (1973).

Tuke, Donna. "The Great Debate: What's a J.D. Worth to You?" PLL Newsletter (Newsletter, Private Law Libraries Special Interest Section, American Association of Law Libraries) 4: 18-22 (October/November, 1981). (Reprinted in the SCALL (Sounthern California Association of Law Libraries) Newsletter 9: 16-19 (February, 1982).)

"'Unobtrusive Testing' Used in Ohio Survey." News from the State Library of Ohio 133: 88 (October 24, 1972).

Van Duyne, M., and A. M. Smith. "Qualitative Measurement." Bay State Librarian 66: 11-15 (October, 1977).

Van Hoesen, Florence R. "An Analysis of Adult Reference Work in Public Libraries as an Approach to the Content of a Reference Course." Ph.D. dissertation, University of Chicago, 1948.

Vavrek, Bernard F. "Reference Evaluation -- What the Guidelines Don't Indicate." RQ 18: 335-340 (Summer, 1979).

Vickers, Mary Lynn. Regional Reference Survey Report. North Bradford, Conn.: Southern Connecticut Library Council, 1973. ERIC Document no. ED 088 457.

Webb, Barbara. "Childers' Roadshow." The Crab 4: 2 (October, 1974).

Weech, Terry L. "Evaluation of Adult Reference Service." Library Trends 22: 315-335 (January, 1974).

--------, and Herbert Goldhor. "Obtrusive versus Unobtrusive Evaluation of Reference Service in Five Illinois Public Libraries: A Pilot Study." Library Quarterly 52: 305-324 (Fall, 1982).

White, Ruth W., ed. A Study of Reference Services and Reference Users in the Metropolitan Atlanta Area. Athens, Georgia: Georgia University, Department of Library Education, 1971. ERIC Document no. ED 058 912.

--------. "Measuring the Immeasurable: Reference Standards." RQ 11: 308-310 (Summer, 1972).